

**IDAHO CERTIFIED SHORTHAND
REPORTERS BOARD
STRATEGIC PLAN
June 30, 2006 – June 30, 2011**

MEETING CHALLENGES AND SETTING HIGH STANDARDS

Signed: *Daryl L. Linneman*, Board Chair

Revised and submitted this day of July 5, 2007

INTRODUCTION

The Idaho Certified Shorthand Reporters Board is a self-governing regulatory board authorized under Chapter 31, Title 54, Idaho Code. All costs associated with operating the Board are paid from fees collected by the Board. The Board consists of five board members appointed by the Governor. Three members are certified shorthand reporters, one is an Idaho district judge, and one is a member of the Idaho State Bar. Members hold office for terms of three years each. Members of the board serve without compensation.

The Board meets once a year and holds examinations on the third Saturdays of February and August. An administrative staff of one employee carries out the day-to-day duties of the Board.

OVERVIEW

CORE FUNCTIONS

- Protect the public with assurance of competence of Certified Shorthand Reporters.
- Determine the qualifications of persons applying for certificates as Certified Shorthand Reporters.
- Prescribe, administer, and determine a passing grade for the examination of applicants applying for certificates as Certified Shorthand Reporters.
- Conduct investigations and hearings.
- Collect fees and charges.
- Make rules and regulations to carry out the intent and purposes of the Idaho Code Chapter 31, Title 54.
- Administer other provisions of Idaho Code Chapter 31, Title 54.

MISSION STATEMENT

The Board regulates the professional conduct of shorthand reporters through the adoption of rules and the enforcement of statutes regarding qualifications, professional ethics and conduct for all certified shorthand reporters in the state of Idaho.

VISION STATEMENT

The Board promotes competency and excellence in reporting and transcribing proceedings in the judicial system and the general public. The Board will achieve this goal by operating with accountability, efficiency, and responsibility.

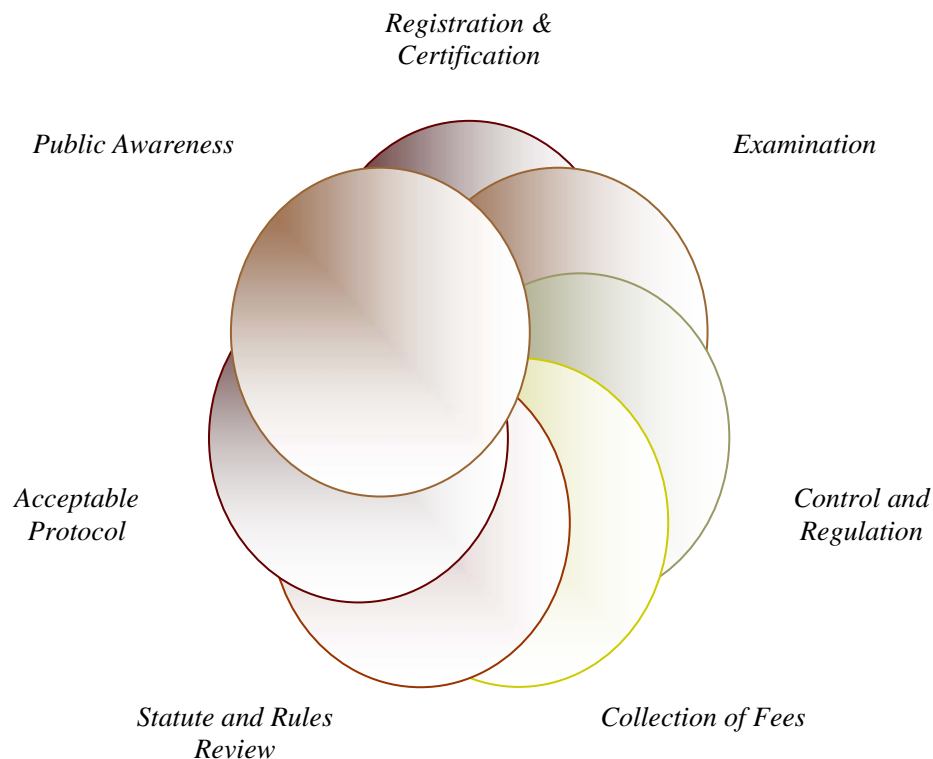
EXTERNAL CHALLENGES

Changes in qualification requirements in neighboring states influences the number of individuals taking the Idaho examination. This fluctuation in examinations given greatly increases or decreases the annual income of the Board.

INTERNAL FACTORS

In April 2003 the Executive Secretary of 25 years retired. This gave the Board an opportunity to review their operations. The Board found that new internal control methods were needed to meet the expectations of Legislative Services. The Board began to use the “STARS” system provided by the State Controller’s office for expenditures and deposits. Along with this method a new accounting tracking system was developed that allows Board members to review items quicker. The new State Controller’s EIS system is being used and allows for a paperless time-card mechanism. Development of a new Board member orientation package was completed in June 2005. This information is critical to the success of Board members’ understanding of duties and responsibilities during the appointed term. Additional communication to the public was established by providing a newsletter in June 2005.

BOARD GOALS



Goal:

REGISTRATION AND CERTIFICATION

Continue to issue regular and temporary certificates upon the grounds and in the manner prescribed by Idaho Code Chapter 31, Title 54.

Objective:

- Review all applications for certification within 10 days.

Strategies:

- Review and issue temporary certificates within an average of 10 days from the date of receipt.
- Process applications for regular certification within an average of 5 days from date of receipt.
- Notify Temporary certificate holder's 30 days prior to expiration date.
- Review Title 54, chapter 31 for language clarification and development of enforceable rules.

Performance Measures:

- Applicants meet all requirements of the law.

Goal:

EXAMINATION

Administer the Certified Shorthand Reporters' Examination in accordance with all requirements of the law and national standards, while promoting efficiency and economy.

Objective:

- Administer two examinations per year.

Strategies:

- Process applications for examination within 5 days of receipt.
- Notify applicants of the requirements, date, time and place of the examination 30 days prior to the examination.
- Provide for the safekeeping of all examinations, transcripts, and notes.
- Issue pass/fail notices within 10 days after the examination.
- Post announcement of test date on web page.
- Provide examination study material upon request.

Performance Measures:

- Individuals certified as Certified Shorthand Reporters in the State of Idaho will have high standards and qualifications.

Objective:

- Reciprocity with acceptable NCRA examinations.

Strategies:

- Review all documentation of applicants requesting reciprocity.
- Reciprocity information posted on web-site.
- Process application for reciprocity in a timely manner.

Performance Measure:

- Increase opportunities for future Certified Shorthand Reporters.

Goal:

CONTROL AND REGULATION

Determine the qualifications of persons applying for certifications as Certified Shorthand Reporters and to provide effective control and regulation of all Idaho Certified Shorthand Reporters. Adherence to rules and regulations regarding CSR's in a timely and effective manner; protection of the public against fraudulent and unethical behavior. Assurance of document accuracies.

Objective:

- Process complaints against certified and non-certified registrants in a thorough, timely and efficient manner.

Strategies:

- Initiate investigation on verified complaints immediately.
- Respond to valid complaints within 30 days of notification.
- Take additional appropriate action within prescribed law and rules.
- Maintain and monitor public records policy on the CSR website.
- List current registrants on website.

Performance Measures:

- Adherence to rules and regulations regarding CSR's.
- Protection of public against fraudulent and unethical behavior.

Objective:

- Due process rights under the regulatory and disciplinary powers of the statutes.

Strategies:

- Establish and maintain a fair hearing process and administer the disciplinary powers of the CSR certification laws and rules within the procedures set forth in the Administrative Procedures Act.

Performance Measures:

- Eliminate work performed by unregistered individuals.
- Maintain qualified Certified Court Reporters in Idaho.

Goal:

COLLECTION OF FEES

Collect fees and charges prescribed by Idaho Code 54-3110.

Objective:

- Collect all appropriate fees at the time of application, examination, renewal, penalty, reinstatement charges, and examination preparation material.

Strategies:

- Post fee schedule on website.
- Track all fees and charges collected in an spreadsheet program that include first, middle, last name, registrant number and description of fee type.
- List current registrants on website.
- Send late renewal notice to individuals who have not renewed.

Performance Measures:

- Revenues collected.

Goal:

STATUTE AND RULES REVIEW

Objective:

- Review statutes and rules to ensure that each item is still relevant and applicable.

Strategies:

- Be aware of Idaho Supreme Court “Rules of Procedure”.
- Be aware of new legislation initiatives introduced by other agencies that could impact the Board.
- Be aware of industry changes.
- Be aware of Federal guidelines.

Performance Measures:

- Legislative changes made.

Objective:

- Administer other provisions of Idaho Code.

Strategies:

- Review fiduciary responsibilities with Board members.
- Review open meeting laws.
- Review public records laws.

Performance Measures:

- Current Idaho Statutes and Rules are followed by the Board and staff.

Goal:

METHOD OF ACCEPTABLE PROTOCOLS

Objective:

- Develop methods of acceptable protocols that allows the Board to grow in relationship to best practice policy and procedures as guidelines for effective agency assurances.

Strategies:

- Provide New Board Members with a policy and procedure manual.
- Provide staff with policy and procedure manual.
- Utilize standard accounting practices acceptable by the State Controllers Office, Division of Financial Management and Legislative Services.
- Provide for additional staff training to enable staff to more adequately and efficiently fulfill job responsibilities.
- Plan for technology changes that impact agency.

Performance Measures:

- Decrease audit findings.
- Increase internal controls.
- Establish professionalism among Board as a whole.

Goal:

PUBLIC AWARENESS

Objective:

- Provide an annual newsletter to all registered Certified Shorthand Reporters and associated governing agencies in the State of Idaho.

Strategies:

- Gather relevant information in regards to industry standards, national events, local contributions, and Board activities.
- Publish newsletter and distribute each month of June.
- Post newsletter on website.

Performance Measures:

- Improved knowledge of regulations, rules and functions performed by the Certified Shorthand Reporters Board.